



RFT Customer Installation Responsibilities

RF Technologies, LLC. (**RFT**) has performed over 10,000 installations in Healthcare, Senior Living, Education, and Hospitality environments. Over the last 30+ years of doing business with leading care providers across the United States, we have found that clarifying Customer Responsibilities prior to installation leads to more efficient commissioning events and higher customer satisfaction ratings. As part of our Proposal, we require the following conditions be met prior to installation and by signing the Proposal, Customer agrees to assume these responsibilities.

1. Customer Installation Responsibilities

- 1.1. Customer must ensure that site is ready for installation, with all environmental conditions matching those provided by Customer in Supplied Information (as defined by the Terms and Conditions of Sale) and documented in the Proposal. This includes Customer providing RFT with current and accurate floor plans. If RFT has provided a Proposed Floor Plan, Customer must verify that all information including door locations and other elements are accurate as proposed.
- 1.2. In the event environmental conditions do not match Proposal plans, Customer is financially responsible for any and all equipment changes including additional equipment, return shipment, and restocking fees; plus additional installation time, materials, and trip charges required to complete installation.
- 1.3. In the event Customer or Customer's agent changes construction schedule without providing Seller at least 2 weeks' notice, Customer will be billed additional trip charges and/or all cost associated with changing existing travel plans. In the event Customer or Customer's contractor or agent causes a work delay or halts the installation, Customer will be billed additional hours, including idle time, for the work delays and additional trip charges.
- 1.4. Customer must ensure that all doors where Product (as defined in the Terms and Conditions of Sale) will be installed have adequate clearance and are in good mechanical condition including proper alignment and full closure.
- 1.5. Customer must identify technical, security, and staff contacts responsible for system maintenance and operation prior to the installation date, inform RFT with appropriate contact information, and have contacts available for the RFT installation team on the installation date.
- 1.6. After installation, Customer must maintain and test the installed system in accordance with RFT recommendations as outlined in published Product Specifications, User Manuals, Administrator Manuals, and other documentation provided with Product (collectively referred to hereafter as "**Product Documentation**"). Customer must ensure that only qualified personnel use and service the system. RFT offers several service level contracts to support this recommendation. Contact your RFT representative if desired.
- 1.7. It is the Customer's responsibility to ensure that all administrators and users of RFT systems are capable of performing all necessary operational and administrative functions associated with using the system on a daily basis.

2. Server and Workstation Installation

- 2.1. Customer must provide sufficient desk/counter space to allow installation of all system workstations. This space must be no smaller than four square feet for each computer in a computer based system and two square feet for the desktop console in a console system.
- 2.2. Customer should consider placing workstation near a telephone for use while accessing technical support. (This is not a replacement for the direct dial analog phone line requirement listed below.)
- 2.3. For system/server based Products:
 - 2.3.1. Customer must prepare and maintain the facility in accordance with RFT recommendations as outlined in **Product Documentation**. Customer must maintain and support workstation computers and the connected network.
 - 2.3.2. Customer should manage the RFT supplied server on Customer's network including (a) no addition of third party software; (b) no modifications to OS configuration; and (c) management of backup and recovery of servers and applications as defined in the service support documentation.



2.3.3. Customer is responsible to notify RFT technical support immediately of any malfunction, breakdown or failure of the system hardware or software.

2.3.4. Customer must adhere to the terms of the Customer's Information Technology Requirements document.

3. Power Connections

- 3.1. Customer must provide all electrical outlets in accordance with local regulations and as depicted in the Proposal Scope of Work and Proposed Floor Plan (if provided). In the event the RFT installation team finds inadequate or incomplete electrical work that stops or delays installation, Customer will be billed additional hours for work delays and/or additional trip charges at standard applicable rates.
- 3.2. Customer must provide 110VAC outlet with emergency backup power at the location of the server computer(s), the client computer(s), the Central Power Supply and at any other location requiring 110VAC. RFT recommends the use of an Uninterruptable Power Supply (UPS) for all electronic equipment.

4. Central Power Supply (CPS) Connections (If Applicable)

- 4.1. Installations that require Central Power Supplies (CPS) and wireless networks require a secure area for installation of infrastructure equipment (also referred to as Head End equipment). This equipment must be wall mounted with a typical space requirement of 16 square feet. The location must also meet all National Electrical Code (NEC) standards. RFT recommends Customers use 5/8" or 3/4" A-C grade plywood coated with electrical grey fire retardant paint.
- 4.2. The Customer must provide, at a minimum, a 20-amp dedicated circuit to the Central Power Supply (CPS). A 20-amp circuit is capable of sustaining a maximum of three (3) CPS units. This must be completed prior to arrival for scheduled installation. If the RFT installation team finds inadequate or incomplete electrical work that stops or delays installation, Customer will be billed additional hours for work delays and/or additional trip charges at standard applicable rates.
- 4.3. Customer should consider in advance of installation whether the CPS should connect to the facility's emergency power grid. This decision should take into account Life Safety Code (LSC) and the desired system operation during a catastrophic event.
- 4.4. If Customer has selected an RFT-supplied Uninterruptable Power Supply for the CPS, be aware the shipping weight of the unit is 150 pounds. It may be wall mounted (brackets supplied) or rack mounted. The unit must be "hardwired" between the circuit disconnect and the CPS.
- 4.5. The CPS provides for an input from a Fire Alarm initiating device (smoke detector or alarm panel). Refer to National Fire Protection Association (NFPA) codes for permitted fire alarm initiating devices. All fire panel integration (N/C - normally closed contact from a fire alarm panel controlled device), permits and associated costs will be the sole responsibility of the Customer. Customer is responsible for understanding and meeting these requirements prior to scheduled installation, and for coordinating Fire System Contractor to be present at install, test and commissioning time. The Customer's Fire System Contractor must make connections to their system and test operation at system acceptance — typically scheduled just prior to the established commissioning time.

5. Computer-Based System Remote Support Connection (If Applicable)

- 5.1. RFT requires a remote connection to perform maintenance and troubleshooting procedures during and after the Warranty Period. Customer is responsible for the costs, installation and maintenance of the remote access connection (Internet access, virtual private network (VPN) connection, or analog phone line and modem).
- 5.2. RFT prefers the installed server have a high-speed Internet network connection to allow secure virtual private network (VPN) remote support connections. Alternatively, a direct dial analog phone line must be provided at the server computer's location. The IP address or phone number for this connection must be provided to RFT at or before the time of system install and must be tested as part of system acceptance.
- 5.3. Virtual Local Area Network (VLAN) Connection (If Applicable): If any portions of the RFT system are to be deployed across a Customer Local Area Network (LAN), the Customer will be responsible for all costs associated with configuring and maintaining a separate Virtual Local Area Network (VLAN) for the specified equipment. RFT



technical services will provide all necessary information to the Customer Information Technology department or supporting group to complete the configuration.

6. Elevator/Automatic Door Deactivation (If Applicable)

- 6.1. RFT cannot equip portals controlled by automatic doors with electromagnetic locks. Elevator/automatic door deactivation requires interfacing with the elevator/automatic door controls.
 - 6.1.1. When the RFT System is triggered, the Exit Alarm Controller will trigger an external relay. RFT will provide a relay located outside the covered elevator shaft. The location is typically above the ceiling in the elevator lobby. This relay is required to be hard-wired to the elevator/automatic door controls.
 - 6.1.2. If the elevator car is called to the floor and opens, the interface will hold the car in place until the alarm is cleared. If the Exit Alarm Controller is triggered, the interface will prevent the door from opening until the alarm is cleared.
- 6.2. This interfacing must be completed by Customer elevator/door control service provider. Customer is responsible for all contact with the elevator/door control service provider. If Project Management is included in the Proposal, RFT will assist in communicating system requirements either by written, verbal, or electronic means. All costs associated with the deactivation (e.g. permits, wiring, conduit and programming as it relates to the elevators operation) will be the sole responsibility of the Customer.
- 6.3. RFT must test system interfaces during the installation process. Customer must provide contact information to RFT Project Management team for elevator/door control service provider a minimum of four (4) weeks prior to the installation start date to ensure efficient system acceptance testing and project completion.

7. Other System Outputs (Access Control, Closed Circuit Television (CCTV), Buzzer, Light, etc.)

- 7.1. Each RFT Exit Alarm Controller can provide up to four isolated analog relay outputs to other Customer UL Listed systems (i.e. Access Control and CCTV) or UL Listed accessories (i.e. buzzers or lights). All costs associated with system accessory interfacing (i.e. wiring, conduit, programming as it relates to the access control operation) will be the sole responsibility of the Customer. No support or guarantee of functionality for any third party accessory connected to the RFT system will be provided.
- 7.2. Customer is responsible for all contact with the system accessory service provider(s) (building fire alarm system, building elevator controls, automatic doors, access control, CCTV, etc.), if not furnished by RFT. If Project Management is included in Proposal, RFT will assist in communicating system specifications and requirements either by written, verbal, or electronic means to complete the system integration. Contact information for the system accessory provider(s) must be provided to RFT at least four (4) weeks prior to the installation start date to ensure efficient project completion prior to system acceptance testing.
- 7.3. The system accessory installation contractor(s) must be available to RFT installers during the install process for integration with their system and it is recommended that they consider being on site for system commissioning. Customer is responsible for coordinating with contractor to be present at install, test and commissioning time for integration to be completed within project scope.

8. Indemnity Obligations

- 8.1. Customers will defend, indemnify and hold harmless RFT, its officers, directors and employees from and against all damages, claims or liabilities and expenses of any type (including reasonable attorneys' fees) arising out of or resulting from personal injuries, including death) or damage to property caused by failure of Customer to comply with these Customer Installation Responsibilities.